INFORMATION AND COMMUNICATION NEEDS ASSESSMENT AND EVALUATION QUESTIONNAIRE

Purpose: To identify communication and information needs of disaster-affected communities and provide evaluate the reach and impact of communications activities carried out as part of the earthquake response.

Interviewees: Households from fourteen affected districts

INTERVIEWER: please fill out before the interview:

1. Interview date: _____
2. Time: _____
3. Reference Number: _____
4. Ward: _____
5. VDC: _____
6. District: _____

"Hello, my name is _____. I am working for _____. We are conducting this study to learn about how you received information immediately after the earthquake and how you receive information now. Your responses to this will help ensure our information and communication programs are more responsive.

The questions usually take about 40 minutes. All the answers that you give will be confidential and will not be shared with anyone except within the research team. No part of this interview is being recorded in tape or video. You don't have to be in this survey, but we hope you will agree to answer the questions since your views are important.

If I ask you any question you don't want to answer, just let me know and I will go on to the next question or you can stop the interview at any time.

Do you have any questions? May I begin the interview now?

Signature of interviewer_____ Date: _____

Respondent agrees to be interviewed Yes ( );   No ( )

Section A: Demographic Information

A01	Gender: DO NOT ASK. OBSERVATION	O Male$_{(1)}$ O Female$_{(2)}$ O Other$_{(3)}$
A02	Age: ASK - MARK ONE RESPONSE	O 15-19$_{(1)}$ O 20-24$_{(2)}$ O 25-29$_{(3)}$ O 30-34$_{(4)}$ O 35-39$_{(5)}$ O 40-44$_{(6)}$ O 45-49$_{(7)}$ O 50-54$_{(8)}$ O 55-59$_{(9)}$ O 60-64$_{(10)}$ O 65+$_{(11)}$ O Don't know$_{(98)}$ O Refused$_{(99)}$

A03	Do you have any health problems that will prevent or challenge you to undertake this interview? – **ASK - MARK ONE RESPONSE**	O No difficulty(1)　　O Some Difficulty(2)　　O A lot of difficulty(3) O Cannot do at all(4)
A04	Where are you staying at the moment? **ASK - MARK ONE RESPONSE**	O Your house(1)　　　　　　　O family or friend's house(2) O temporary informal shelter(3)　　O designated camp(4) O Other:_____

Section B: Language, Literacy and Education

B01	What is your mother tongue or which language do you speak most at home? **ASK**	O Language 1_____ (1)　O L2_____ (2) O L3_____ (3)　　　　O L4_____ (4) O Other *(WRITE IN)* _____(23) O Don't know(98) O Refused(99
B02	What was the last educational level you have completed or attended? **ASK - MARK ONE RESPONSE**	O No school(1)　　　　　　　　　O Some primary school(2) O Completed primary school(3)　　O Some secondary school(4) O Completed secondary school(5)　O College student now(6) O College graduate(7)　　　　　 O University student now(8) O University graduate(9) O Other (*WRITE IN*)_____(10) O Don't know(98)　O Refused (99)

Section C: Communication Channels and Sources of Information

C01	What was your main way of finding information immediately after the earthquake? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐ Television$_{(1)}$ ☐ Radio$_{(2)}$ ☐ Newspapers$_{(3)}$ ☐ Magazines$_{(4)}$ ☐ Twitter$_{(5)}$ ☐ Facebook$_{(6)}$ ☐ Internet – other *(WRITE IN)* _____$_{(7)}$ ☐ Email$_{(8)}$ ☐ Mobile phone call$_{(9)}$ ☐ Mobile phone SMS$_{(10)}$ ☐Billboards$_{(11)}$ ☐Posters$_{(12)}$ ☐ Leaflets$_{(13)}$ ☐ Loudspeakers/megaphone announcements$_{(14)}$ ☐ Community events$_{(15)}$ ☐ From another person – friends/family$_{(16)}$ ☐ From another person – community leader$_{(17)}$ ☐ From another person – religious leader$_{(18)}$ ☐ From another person – government official$_{(19)}$ ☐ From another person – army/police$_{(20)}$ ☐ From another person – aid worker$_{(21)}$ ☐ Other *(WRITE IN)*_____$_{(22)}$ ☐ Don't know$_{(98)}$ ☐ Refused$_{(99)}$
C02	What are the top sources you trust and use to receive information on the earthquake response? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **SELECT MULTIPLE RESPONSES**	☐ Television$_{(1)}$ ☐ Radio$_{(2)}$ ☐ Newspapers$_{(3)}$ ☐ Magazines$_{(4)}$ ☐ Twitter$_{(5)}$ ☐ Facebook$_{(6)}$ ☐ Internet – other *(WRITE IN)* _____$_{(7)}$ ☐ Email$_{(8)}$ ☐ Mobile phone call$_{(9)}$ ☐ Mobile phone SMS$_{(10)}$ ☐Billboards$_{(11)}$ ☐Posters$_{(12)}$ ☐ Leaflets$_{(13)}$ ☐ Loudspeakers/megaphone announcements$_{(14)}$ ☐ Community events$_{(15)}$ ☐ From another person – friends/family$_{(16)}$ ☐ From another person – community leader$_{(17)}$ ☐ From another person – religious leader$_{(18)}$ ☐ From another person – government official$_{(19)}$ ☐ From another person – army/police$_{(20)}$ ☐ From another person – aid worker$_{(21)}$ ☐ Other *(WRITE IN)*_____$_{(22)}$ ☐ Don't know$_{(98)}$ ☐ Refused$_{(99)}$
C03	What is preventing you from getting the information you need now? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐ Don't know who to ask(1) ☐ No information available(2) ☐ Don't have access to Television(3 ☐ Don't have access to Radio(4) ☐ Don't have access to Newspapers(5) ☐ Don't have access to Internet(6) ☐ Don't have access to Mobile phone call(7) ☐ Don't have access to Mobile phone SMS(8) ☐ No electricity(9) ☐ Nothing is preventing from getting information (10) ☐ Don't know(98) ☐ Refused(99) ☐ Other (WRITE IN) _____ (11)

Section D: Radio Access and Consumption Habits

D01	Do you currently listen to the radio? **READ OUT OPTIONS. MARK ONE RESPONSE**	○ Yes (1) ○ No (2) ○ Don't know(98) ○ Refused(99)
D02	Did you listen to radio immediately after the earthquake **READ OUT OPTIONS. MARK ONE RESPONSE**	○ Yes **SKIP TO D04** ○ No **CONTINUE** ○ Don't know(98) **SKIP TO E01** ○ Refused(99) **SKIP TO E01**
D03	You said you did not listen to the radio – why not? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐Don't have access to set(1) ☐Don't trust available channels (2) ☐No access to electricity (3) ☐ No information available (4) ☐Don't like the radio(5) ☐Don't have time to listen (6) ☐Content not relevant (7) ☐No programmes in my language (8) ☐No batteries (9) ☐Radio set damaged (10) ☐No radio stations on air(11) ☐Don't know(98) ☐Refused(99) ☐Other, please state (12) **SKIP TO E01 AFTER RESPONSE TO THIS QUESTION**
D04	What information can you recall receiving on the radio after the earthquake? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐Information on first aid(1) ☐Information on clean water and sanitation (2) ☐Information on shelter (3) ☐ Information on how to access aid (4) ☐Information on education(5) ☐Information on food and nutrition (6) ☐Information on maternal health(7) ☐Information on government decisions(8) ☐Information on financial support (9) ☐Information on mental health(9) ☐Rumor/predictions of earthquake (10) ☐information on child care (11) ☐Information on trafficking (12) ☐No information received (13) **SKIP TO E01** ☐Don't know(98) **SKIP TO E01** ☐Refused(99) **SKIP TO E01** ☐Other, please state (14) _____

D05	Based on the information you received through radio, did you take any actions? **MARK ONE RESPONSE**	○ Yes (1) **CONTINUE** ○ No(2) **SKIP TO D07** ○ Don't know(98) **SKIP TO E01** ○ Refused(99) **SKIP TO E01**
D06	What action did you take? **OPEN QUESTION**	_____ **SKIP TO E01 AFTER RESPONSE TO THIS QUESTION**
D07	You said you did not take action on the information you received – why not? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	○ Not enough resources(1) ○ Information was too confusing(2) ○ There was not enough information(3) ○ Don't know(98) ○ Refused(99) ○ Other (please state):_____(4)

Section E: Television Access and Consumption Habits

E01	Do you currently watch television **READ OUT OPTIONS. MARK ONE RESPONSE**	○ Yes (1) ○ No (2) ○ Don't know(98) ○ Refused(99)
E02	Did you watch television immediately after the earthquake **READ OUT OPTIONS. MARK ONE RESPONSE**	○ Yes **SKIP TO E04** ○ No **CONTINUE** ○ Don't know(98) **SKIP TO F01** ○ Refused(99) **SKIP TO F01**

E03	You said you did not watch television – why not? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐Don't have access (1) ☐Don't trust available channels (2) ☐No access to electricity (3) ☐ No information available (4) ☐Don't like television (5) ☐Don't have time to watch (6) ☐Content not relevant (7) ☐No programmes in my language (8) ☐Television set is damaged (9) ☐Don't know(98) ☐Refused(99) ☐Other, please state (10) **SKIP TO F01 AFTER RESPONSE TO THIS QUESTION**
E04	What information can you recall receiving on the television after the earthquake? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐Information on first aid(1) ☐Information on clean water and sanitation (2) ☐Information on shelter (3) ☐ Information on how to access aid (4) ☐Information on education(5) ☐Information on food and nutrition (6) ☐Information on maternal health(7) ☐Information on government decisions(8) ☐Information on financial support (9) ☐Information on mental health(9) ☐Rumor/predictions of earthquake (10) ☐information on child care (11) ☐Information on trafficking (12) ☐No information received (13) **SKIP TO F01** ☐Don't know(98) **SKIP TO F01** ☐Refused(99) **SKIP TO F01** ☐Other, please state (14) _____
E05	Based on the information you received from television, did you take any actions? **MARK ONE RESPONSE**	○ Yes(1) **CONTINUE** ○ No(2) **SKIP TO E07** ○ Don't know(98) **SKIP TO F01** ○ Refused(99) **SKIP TO F01**
E06	What action did you take? **OPEN QUESTION**	_____ **SKIP TO F01 AFTER RESPONSE TO THIS QUESTION**

E07	You said you did not take action on the information you received – why not? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	O Not enough resources$_{(1)}$ O Information was too confusing$_{(2)}$ O There was not enough information$_{(3)}$ O Don't know$_{(98)}$ O Refused$_{(99)}$ O Other (please state):_____(4)

SECTION F: Mobile Phone Access and Consumption

F01	Do you currently use a mobile phone? **READ OUT OPTIONS. MARK ONE RESPONSE**	O Yes $_{(1)}$ O No $_{(2)}$ O Don't know$_{(98)}$ O Refused$_{(99)}$
F02	Did you use a mobile phone immediately after the earthquake **READ OUT OPTIONS. MARK ONE RESPONSE**	O Yes **SKIP TO F04** O No **CONTINUE** O Don't know$_{(98)}$ **SKIP TO G01** O Refused$_{(99)}$ **SKIP TO G01**
F03	You said you did not have access to a mobile phone or use a mobile phone – why not? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐No batteries $_{(1)}$ ☐No network signal $_{(2)}$ ☐Need SIM card$_{(3)}$ ☐ No electricity to charge phone$_{(4)}$ ☐ Phone is damaged $_{(5)}$ ☐No mobile handset $_{(6)}$ ☐No telephone credit$_{(7)}$ ☐Other *(WRITE IN)* _____ (8) **SKIP TO G01 AFTER RESPONSE TO THIS QUESTION**

F04	What do you use mobile phones for? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐Calling friends and family$_{(1)}$ ☐Receiving calls from friends and family$_{(2)}$ ☐Conducting business$_{(3)}$ ☐Receiving news/information alerts$_{(4)}$ ☐Money transfers$_{(5)}$ ☐Sending text messages (SMS)$_{(6)}$ ☐Receiving text messages (SMS)$_{(7)}$ ☐Sending or receiving an MMS$_{(8)}$ ☐Taking photos$_{(10)}$ ☐Sending a photo to others$_{(11)}$ ☐Taking a video$_{(12)}$ ☐Downloading and viewing a video clip$_{(13)}$ ☐Sending a video to others$_{(14)}$ ☐Recording audio$_{(15)}$ ☐Accessing social media like Facebook/Twitter/Viber/WhatsApp$_{(16)}$ ☐Accessing the internet$_{(17)}$ ☐Sending or receiving an email$_{(18)}$ ☐Listening to the radio$_{(19)}$ ☐Using an app (a software program for mobile phones and computers)$_{(20)}$ ☐Nothing$_{(21)}$ ☐Other *(WRITE IN)* _____$_{(22)}$ ☐Don't know$_{(98)}$ ☐Refused$_{(99)}$
F05	How reliable was the network coverage after the earthquake? **MARK ONE RESPONSE**	○ Very Good Coverage$_{(1)}$ ○ Good Coverage$_{(2)}$ ○ Bad Coverage$_{(3)}$ ○ Very Bad Coverage$_{(4)}$ ○ Don't know$_{(98)}$ ○ Refused$_{(99)}$
F06	How reliable is the network coverage now? **MARK ONE RESPONSE**	○ Very Good Coverage$_{(1)}$ ○ Good Coverage$_{(2)}$ ○ Bad Coverage$_{(3)}$ ○ Very Bad Coverage$_{(4)}$ ○ Don't know$_{(98)}$ ○ Refused$_{(99)}$
F07	How did you charge your phone immediately after the earthquake? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	○ at home$_{(1)}$ ○ at home of friend of family$_{(2)}$ ○ electricity provided in community centre$_{(3)}$ ○ electricity provided at a camp$_{(4)}$ ○ electricity provided by government or NGO $_{(5)}$ ○ did not use mobile phone after earthquake$_{(6)}$ ○ Other (please state): _____$_{(7)}$ ○ Don't know$_{(98)}$ ○ Refused$_{(99)}$

Section G: Print Media

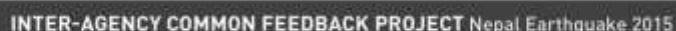|		
G01	Do you currently read or receive flyers, posters, brochures or comic books? **READ OUT OPTIONS. MARK ONE RESPONSE**	○ Yes $_{(1)}$ ○ No $_{(2)}$ ○ Don't know$_{(98)}$ ○ Refused$_{(99)}$
G02	Did you read or receive any receive flyers, posters, brochures or comic books immediately after the earthquake? **READ OUT OPTIONS. MARK ONE RESPONSE**	○ Yes **CONTINUE** ○ No **SKIP TO H01** ○ Don't know$_{(98)}$ **SKIP TO H01** ○ Refused$_{(99)}$ **SKIP TO H01**
G03	What information can you recall receiving from these materials after the earthquake? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐Information on first aid$_{(1)}$ ☐Information on clean water and sanitation $_{(2)}$ ☐Information on shelter $_{(3)}$ ☐ Information on how to access aid $_{(4)}$ ☐Information on education$_{(5)}$ ☐Information on food and nutrition $_{(6)}$ ☐Information on maternal health $_{(7)}$ ☐Information on government decisions$_{(8)}$ ☐Information on financial support $_{(9)}$ ☐Information on mental health$_{(9)}$ ☐Rumor/predictions of earthquake $_{(10)}$ ☐No information received $_{(10)}$ **SKIP TO H01** ☐Don't know$_{(98)}$ **SKIP TO H01** ☐Refused$_{(99)}$ **SKIP TO H01** ☐Other, please state $_{(12)}$
G04	Based on the information you received, did you take any actions? **MARK ONE RESPONSE**	○ Yes$_{(1)}$ **CONTINUE** ○ No$_{(2)}$ **SKIP TO G06** ○ Don't know$_{(98)}$ **SKIP TO H01** ○ Refused$_{(99)}$ **SKIP TO H01**

G05	Based on the information you received through television, what action did you take? OPEN QUESTION	_____ SKIP TO H01 AFTER RESPONSE TO THIS QUESTION
G06	You said you did not take action on the information you received – why not? MARK ONE RESPONSE	O Not enough resources(1) O Information was too confusing(2) O There was not enough information(3) O Don't know(98) O Refused(99) O Other (please state):_____(4)

Section H: Internet and Social Media

H01	Do you currently use internet? READ OUT OPTIONS. MARK ONE RESPONSE	O Yes (1) O No (2) O Don't know(98) O Refused(99)
H02	Did you use the internet immediately after the earthquake? READ OUT OPTIONS. MARK ONE RESPONSE	O Yes **SKIP TO H04** O No **CONTINUE** O Don't know(98) **SKIP TO I01** O Refused(99) **SKIP TO I01**
H03	You said that you had problems using, or did not use the Internet, why is this? MARK ONE RESPONSE	☐No computers (1) ☐No electricity (2) ☐Can't afford it (3) ☐No connection (4) ☐Not relevant (5) ☐Slow connection (6) ☐ can't read/write(7) ☐Don't know (98) ☐Refused(99) SKIP TO I01 AFTER RESPONSE TO THIS QUESTION

H04	How do you generally access the internet when you use it? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐ Laptop (1) ☐Home computer (2) ☐Work computer(3) ☐Internet café (4) ☐Mobile phone (5) ☐ somebody else's computer/laptop ☐Other(6) *(WRITE IN)*_____ ☐Don't know (98) ☐Refused(99)

Section I: Information Needs

I01	What are the top issues you need to know more about? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐General news on what is happening here (1) ☐ News on what is happening at home (2) ☐ The weather (3) ☐ the security situation here (4) ☐ the security situation at home (5) ☐ information on earthquakes (6) ☐ how to get help after attack or harassment (7) ☐ how to stay safe to prevent attack / trafficking (8) ☐ how to register for aid (9) ☐ finding missing people (10) ☐ How to get clean water (11) ☐ how to get food (12) ☐ how to get shelter materials (13) ☐ information about nutrition (14) ☐ how to get cooking fuel/firewood (15) ☐ how to get healthcare/medical attention (16) ☐ how to replace personal documentation (17) ☐ how to get access to education (18) ☐ how to get transport (19) ☐ how to find work (20) ☐ food prices (21) ☐ how to get financial support (22) ☐ communicating with people in different areas (23) ☐ how to communicate with aid agencies (24) ☐ Other (WRITE IN): _____ (26) ☐ Don't know (98) ☐ Refused (99)

Section J: Communication with Aid Providers

J01	Are you able to speak to and exchange information with aid providers? **MARK ONE RESPONSE**	☐No (1) **SKIP TO J03** ☐Yes, frequently(2) **CONTINUE** ☐Yes, sometimes (3) **CONTINUE** ☐Yes, some of them, specify_____ (4) **CONTINUE** ☐Don't know (98) **SKIP TO J03** ☐Refused (99) **SKIP TO J03**

J02	What are the main ways you communicate with aid providers? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐ telephone voice call to person(s) (1) ☐ SMS message (2) ☐ telephone call to radio/TV program (3) ☐ email (4) ☐ twitter or similar (5) ☐ facebook or similar (6) ☐ through a website (WRITE IN): _____ (7) ☐ suggestion box (8) ☐ information desk (9) ☐ face to face conversation (10) ☐ via community meetings (11) ☐ via community leaders (12) ☐ via religious leaders (13) ☐ Other (WRITE IN): _____ (14) ☐ Don't know (98) ☐ Refused (99)
J03	Has any <u>NGO worker</u> visited your community/shelter and provided information on the disaster and how to get back to normal or do you know of anyone who has attended any community consultations?	⭘ Yes (1) **CONTINUE** ⭘ No (2) **END OF SURVEY** ☐Don't know (98) **END OF SURVEY** ☐Refused (99) **END OF SURVEY**
J04	<u>If yes</u>, what were the main issues shared? **DO NOT READ OUT OPTIONS. PROMPT IF NECESSARY.** **MARK MULTIPLE RESPONSES.**	☐General news on what is happening here (1) ☐ News on what is happening at home (2) ☐ The weather (3) ☐ the security situation here (4) ☐ the security situation at home (5) ☐ information on earthquakes (6) ☐ how to get help after attack or harassment (7) ☐ how to stay safe to prevent attack / harassment (8) ☐ how to register for aid (9) ☐ finding missing people (10) ☐ How to get clean water (11) ☐ how to get food (12) ☐ how to get shelter materials (13) ☐ information about nutrition (14) ☐ how to get cooking fuel/firewood (15) ☐ how to get healthcare/medical attention (16) ☐ how to replace personal documentation (17) ☐ how to get access to education (18) ☐ how to get transport (19) ☐ how to find work (20) ☐ food prices (21) ☐ how to get financial support (22) ☐ communicating with people in different areas (23) ☐ how to communicate with aid agencies (24) ☐ Other (WRITE IN): _____ (26) ☐ Don't know (98) ☐ Refused (99)

J05	Based on the information you received, did you take any actions? **MARK ONE RESPONSE**	O Yes(1) **CONTINUE** O No(2) **SKIP TO J09** O Don't know(98) O Refused(99)
J06	Based on the information you received through aid workers, what action did you take? **OPEN QUESTION**	_____ **END SURVEY AFTER RESPONSE TO THIS QUESTION**
J07	You said you did not take action on the information you received – why not? **MARK ONE RESPONSE**	O Not enough resources(1) O Information was too confusing(2) O There was not enough information(3) O Don't know(98) O Refused(99) O Other (please state):_____(4)

"That was the final question. Thank you very much for your time and participation. Your responses will help us to understand what information you and others need and how you access information. Your answers will be treated in the strictest confidence"

SECTION R– Interview Basic Data & Feedback	
FOR INTERVIEWER COMPLETION ONLY -- DO NOT ASK RESPONDENT! PLEASE COMPLETE THIS SECTION AS SOON AS POSSIBLE AFTER THE RESPONDENT HAS LEFT. FIELD CONTROL Interviewer's name_____	
R01.	Interviewer code: |_|_|_|_|
R02.	Sex of interviewer (mark one) O Male(1) O Female(2)
R03.	Date of interview: Day |_|_| Month |_|_| Year |_|_|_|_|
R04.	Length of interview:_____(minutes)
R05.	Please provide any general feedback about the interview (any questions that were hard to answer; how the respondent seemed) etc.).
FOR SUPERVISOR AND CODER COMPLETION ONLY	
R06.	Please sign and complete the following:

	MARK ONE
Team leader _____	
Accompanied	O(1)
Back checked	O(2)
Scrutinized	O(3)